

# Headquarters U.S. Air Force

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*Integrity - Service - Excellence*

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## Services Management Council Working Group



**Betsy Ann Matich**  
**Policy and Implementation Division**  
**SAF/AQCP**  
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U.S. AIR FORCE

# AFIA Quality Assurance Program

## Findings &

## Recommendations

- Air Force Inspection Agency, Eagle Look PN 03-54
  - Contracted Support Activity Inspections (CSAI)
- Process Owners & Key Stakeholders
  - SAF/AQC, PEO/CM, AF/DP & AF/IL & AF/XO (functionals)
- Finding 3 - Quality Assurance Program was not fully effective in evaluating contract performance:
  - Manpower
    - Inadequate manpower authorization
    - Inadequate manning
    - Military turnover
  - Inadequate training





U.S. AIR FORCE

# AFIA Quality Assurance Program

## Findings & Recommendations

- Inadequate training (cont'd)
  - Functional QA training virtually non-existent
- AFIA Recommendations
  - Clarify and validate the criteria used in determining manpower standard authorizations for QA personnel OPR: AF/DP
    - Re-design Phase 1 and Phase II training OPR: SAF/AQC
    - Design, develop, and implement function train QA personnel in applying surveillance for all areas that are widely outsourced
- Follow-up
  - 9 mos (Mid-March 04 status reported)
  - 18 mos (Status due Mid-Dec 04)

